



Robert E. Bush
Naval Hospital

Did you know?...

You have the right to express your concerns about patient safety and quality of care.

There are several avenues open to you:

- * Through the ICE website.
- * The Hospital Customer Relations Officer at 760-830-2475, or any of the Customer Relations representatives in the Hospital clinics, or directly to the Joint Commission via:

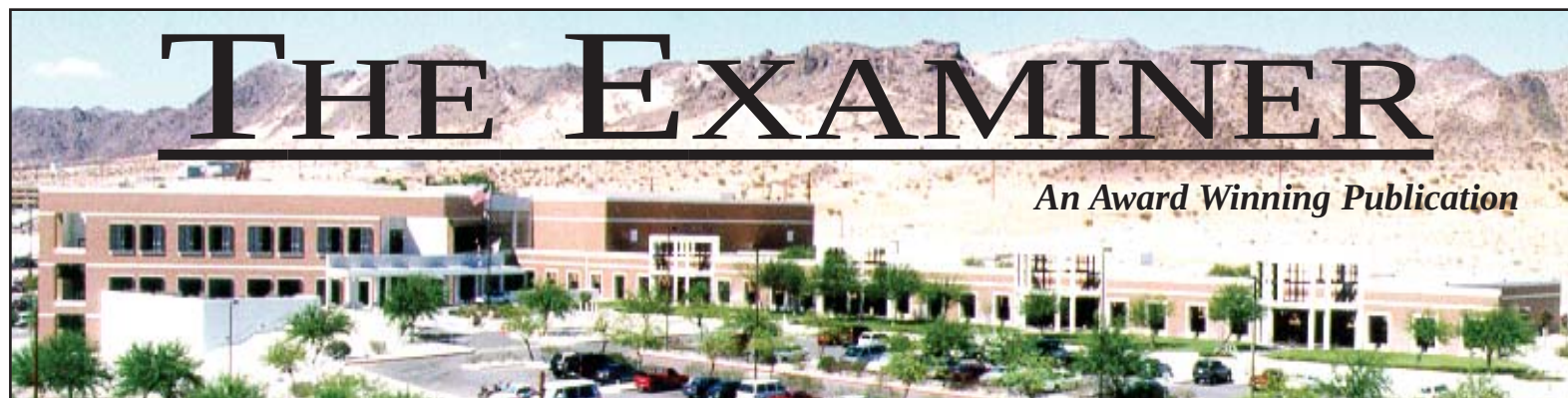
E-mail at complaint@jointcommission.org
Fax: 630-792-5636

The Joint Commission
Oak Renaissance Boulevard
Oakbrook Terrace, IL 60181

To report Fraud, Waste and Abuse contact one of the below offices by calling:

Naval Hospital: 760-830-2344
Combat Center: 760-830-7749
NavMedWest: 1-877-479-3832
Medical IG: 1-800-637-6175
DoD IG: 1-800-424-9098

Commanding Officer
Naval Hospital Public Affairs Office
Box 788250 MAGTFC
Twentynine Palms, CA 92278-8250



<http://www.med.navy.mil/sites/nhttp/pages/default.aspx>

Lt. Garrett Earns Sterile Management Credential



Lt. Melinda Garrett, Division Officer for Sterile Processing Dept.

Congratulations to Lt. Melinda Garrett who recently earned her Sterile Processing and Management Certification. "She trained and took the exam on her own," said Cmdr. Susan Antle, NHTP Director of Surgical Services. "As Division Officer for the Sterile Processing Department, this is very beneficial for the hospital."

"Managing the Sterile Processing Department involves sterilizing, organizing and having ready clean instrumentation for surgeons and medical personnel in the operating rooms," said Lt. Garrett. "Management also involves developing a department budget and managing staff." Lt. Garrett said she studied for about four months and then took the certification exam administered by the Certified Board for Sterile Processing and Distribution, earning a five-year certification.

Family Readiness Group Seeks New Members, Expands Services

Ms. Stefanie Williams is NHTP's new Family Readiness Group president. She's the wife of Lt. Thomas Williams, a registered nurse in the NHTP Emergency Dept. They've been in the command for two years. Ms. Williams takes over as FRG president from Leigh-Ann Sullivan who, PCSed with her husband, Capt. Michael Sullivan, this past summer.

The new FRG president is off to a running start with a concept for Deployment Coffees that will ease uncertainty among family members and tailor care packages to the individual needs of the deployed Sailor. "The idea is to introduce the Sailors who are about to deploy to the Sailors who have recently returned from deployment," Ms. Williams explained. "They can compare helpful tips; what those who were deployed found to be helpful, what could have

been better. So that the deployed Sailor and his or her family can minimize uncertainty and have as smooth a deployment as possible."

The first Deployment Coffee will be held at NHTP Commanding Officer Capt. Lamberton's house on base, Nov. 19, at 9:30 a.m.

"We're looking for new members but we also want the community to know we're here as a resource," Ms. Williams said. "Last year we had a family with the husband deployed; the wife had stomach flu; and they have five children. The FRG did a meal train and we took turns baby sitting and cooking meals," Williams said.

Originally from Tucson, Ariz., Williams says being in the high desert feels like home. They live in Twentynine Palms, but

Stefanie works in a gift shop in Joshua Tree. "I love Joshua Tree," she said. "There's this great, weird, eclectic mix of people. I love it."

She's aware not everyone feels quite as comfortable with their first introduction to the Mojave Desert. "We also recommend the best places to eat, best shopping, and other helpful hints newcomers might welcome," Williams said.

The FRG will continue its traditional role of providing warmth and friendship over the holidays.

"In the past we've done holiday meals at the barracks-- Thanksgiving and Christmas-- we'll continue to do that," she said. "We would like to do an Easter event this year. And we

Continued on Page 2. Please see, FRG

NHTP Celebrates the Hispanic Heritage of Its Sailors



NHTP celebrated the nation's Hispanic Heritage in a ceremony Oct. 23 in classrooms 4 & 5. Guest speaker was Hospital Corpsman 1st Class Raul Cervantes, who gave an overview of his place of birth, Tamasopo, San Luis Potosi, Mexico (above, left). Hospitalman Samuel Ortiz (above, right), performed a medley of modern and traditional Hispanic songs. A fiesta of delicious food was provided by NHTP staff.



FRG, continued from Page 1

usually have a booth at hospital events, like the Family Fun Night, just to let people know we're here.

"The big project last year was the flood house. Cmdr. Weiss's Joshua Tree home was severely damaged from flooding, and we helped with cleanup and repairs."

To raise money to fund its activities FRG members can frequently be seen selling baked goods outside the NHTP Chaplain's office.

When asked who she considers the best baker, Ms. Williams immediately responds, "Jennifer Flores and her kids. Jennifer's son and daughter, Ethan and Amber, are also in the FRG and are incredible bakers. I think Ethan does the baking and Amber does the decorating. Amber made a cake last year that sold for \$100."

Ms. Williams notes that beyond furnishing services for Sailors and their families, the FRG provides a sense of community. "The closest friends I've made over the past two years are through the FRG," she notes.

The Family Readiness Group is open to all hands, enlisted, officers and their family members. More information is available from the group's Facebook page: FR+G29Palms (it's a closed group, but once found, simply request membership), or through email: FRG29P@yahoo.com.

Helping Older Loved Ones from Afar

Reprinted from *National Institutes of Health (NIH) website:*

<https://newsinhealth.nih.gov/>

Many of us find that we need to help care for aging parents or other loved ones who live far away. Caregiving can be difficult and time-consuming, but it can also be rewarding.

An online booklet from NIH, called *So Far Away: Twenty Questions and Answers for Long-Distance Caregiving*, is filled with ideas that can help make caring for a loved one from afar more manageable and less stressful.

Anyone, anywhere can be a long-distance caregiver. Caregiving might involve managing an elderly aunt's budget or helping your dad sort through medical bills. You might check the references of a home health aide, or try to take some pressure off a sibling who lives in the same town as your aging relatives.

So Far Away gives straightforward answers to 20 common questions faced by long-distance caregivers. Visit www.nia.nih.gov/HealthInformation/Publications/LongDistanceCaregiving to read or download the online publication.



Ms. Mary Ellen Hogan, NHTP Quality Management Dept. Head, presents a brown-bag lecture Oct. 21., Learn How to Develop an Effective Process Improvement Plan. Ms. Hogan is a certified black belt in Lean Six Sigma and presented in conjunction with the NHTP Professional Development Committee.

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Patients seen in September -- 9,759

Appointment No Shows in September -- 855

In September we had an 9.7 percent no-show rate. We need to keep trending downward by keeping the appointments we make, or by canceling in enough time for someone else to use the slot...

To help patients obtain appointments, the Naval Hospital now shows the number of open appointment slots each day on the hospital Facebook site, check it out. On Facebook, search: *Naval Hospital Twentynine Palms*.

To make an appointment call -- 760-830-2752

To cancel an appointment call -- 760-830-2369

Preventive Medicine Corner

Submit Questions/Concerns and Tanya Will Provide Answers



Tanya Stuckey

Dear Tanya,

I'm new to military life and have never lived in a small town. I am from New York City where everything is at your fingertips. I have only been here for a few weeks and I am looking for a primary care doctor. My husband drove me by the Naval Hospital and said that is where I will go to see a doctor. Could you please explain to me how the smaller hospitals like the one here on base is able to provide the necessary services in one building?
Signed,
--Just Asking

Dear Asking,

Thank you for your question as I am sure there are others who are new to the area and are interested in knowing how our hospital handles the demands of various medical needs within our diverse population.

Twentynine Palms is certainly different from New York City and it is expected that upon arriving, especially if you are from a metropolis, to experience culture shock as you catch the first glimpse of our desert paradise. Don't let the small exterior fool you; there are big things waiting just beyond those doors! I am proud to say that I have the pleasure of working with a dynamic team that makes your health and well-being a priority. Our hospital consists of clinic areas that include an Immunization clinic, Family Medicine, Internal Medicine, OB/GYN, Optometry, Emergency Room (open 24/7), Physical Therapy Dept., Radiology, in-house Lab and Pharmacy. On the upper level, you will find our Maternal and Infant Nursing Dept., and the Orthopedics and Surgical Ward.

A mental health clinic is located just a short drive from the hospital near the dental clinic on base.

And that's not all! As needs grow, so have our services. We are currently installing a mammography unit and MRI service. Expanding access to care and maintaining community partnerships with larger facilities allow us to offer treatments once limited to the big city. If there are services you seek and would like to discuss, please join us at our quarterly Town Hall meetings where beneficiaries are encouraged to attend and participate in direct friendly exchanges with hospital leadership, and NHTP physicians and nurses.

Naval Hospital Twentynine Palms has a reputation for providing quality care, easy access to providers, referrals to civilian hospitals if there are services we can't offer, and a customer relations representative who is eager to answer questions and receive feedback, and ensure your needs are met.

--Tanya

Is Sitting is the New Smoking?

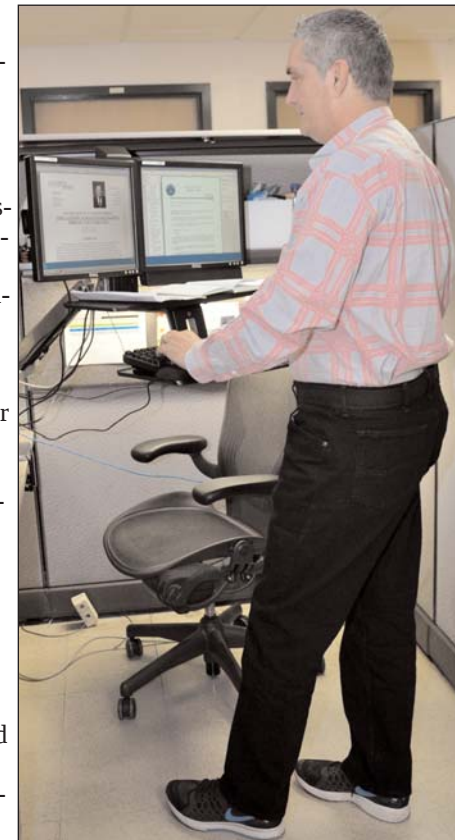
By Cmdr. Wendy Stone, Director, NHTP Public Health Directorate

The headlines have been startling. CNN says, "Sitting for hours can shave years off life." Men's Health magazine declared in bold type, "Why your desk job is slowly killing you." Google "sitting disease" and the first link is just-where anyone can down-graphic" skeleton desk.

Sitting dis- much pub- for good entific evi- ing that long and day root of our state of ing to not and obese- betes, even cer- colon and

The Public Industrial are trained assess- investigat- for sitting adjustable that had bility to work space

Ten staff members in the directorate are now spending the majority of their computer time standing and the remaining staff are clamoring for more. If you would like information on the model that the DPH selected contact Mr Chris White, Industrial Hygiene Technician at 830-2450.



Mr. Matt Jung, Industrial Hygienist in the Public Health Directorate, works at a "stand-up" work station.

ease is getting licity lately-and reason. The sci- dence is mount- being idle for stretches, day in out, may be the nation's poor health, contribut- only back pain ty but type 2 dia- heart disease and tain types of other cancers.

Directorate for Health has three Hygienists that in ergonomic ments. They ed alternatives and selected an standing desk the most flexi- configure the to the worker.



NHTP Commanding Officer Capt. John A. Lamberton conducts the Winter Safety Stand-Down meeting in Classrooms 4 & 5 Oct. 1 as personnel from Branch Health Clinic China Lake watch via teleconferencing. The Skipper discussed best practices, looking out for each other, and planning for contingencies when traveling.



2X3
Smith's Family
Properties

Awardees...



Lt. Cmdr. Timothy Chinnock, is awarded the Navy and Marine Corps Commendation Medal “for meritorious service in the superior performance of his duties while serving as Department Head, Pediatric Dept., NHTP, from July 2011 to Oct. 2015. Lt. Cmdr. Chinnock provided oversight for 17 staff in the completion of 62,491 pediatric patient encounters achieving Joint Commission accreditation and National Committee for Quality Assurance Level III Certification. As Pediatric Advanced Life Support Regional Trainer, he instructed 76 students and trained 12 instructors, improving readiness to respond to pediatric emergencies. Lt. Cmdr. Chinnock’s exceptional professionalism, perseverance and devotion to duty reflect great credit upon himself and are in keeping with the highest traditions of the United States Naval Service.”



Lt. Cmdr. Lacy Gee is awarded the Navy and Marine Corps Commendation Medal “for meritorious service in the superior performance of her duties while serving as the Division Officer, Main Operating Room, Naval Hospital Bremerton, Wash., from Sept. 2012 to Aug. 2015. Lt. Cmdr. Gee, as a member of the Navy’s first Sexual Assault Medical Forensic Examiner Team, coordinated and was a lead instructor for 15 students in the inaugural class held at Naval Hospital Bremerton. She led four training strand-downs for the command Safe Team and facilitated forensic exam training for 37 medical professionals. Additionally, she created a computerized peer review documentation process for perioperative nursing, resulting in 95 percent compliance with all measures. Lt. Cmdr. Gee’s exceptional professionalism, perseverance and devotion to duty reflect great credit upon herself and are in keeping with the highest traditions of the United States Naval Service.”



Hospital Corpsman Third Class Justin Harrison is awarded the Navy and Marine Corps Commendation Medal “for meritorious service in the superior performance of his duties while serving as Assistant Leading Petty Officer, Information Management Dept. and Staff Education and Training, NHTP, from Dec. 2012 to Oct. 2015. Petty Officer Harrison’s initiative created a medical readiness tracker that allowed the Marine Corps Air Ground Combat Center to maintain a 78 percent total force readiness that surpassed the benchmark of 75. He created a training tracker that raised the command’s training compliance from 46 percent to over 90 percent. Petty Officer Harrison’s exceptional professionalism, perseverance and devotion to duty reflect great credit upon himself and are in keeping with the highest traditions of the United States Naval Service.”



Hospital Corpsman Third Class Michael Wall is awarded the Navy and Marine Corps Achievement Medal “for professional achievement in the superior performance of his duties as General Duty Corpsman, Medical Home Port, while assigned to United States Naval Hospital Naples, Italy, from July 2012 to July 2015. As Immunizations Work Center Supervisor, Petty Officer Wall provided 450 hours of training to 22 corpsman, expanding clinical efficiency and enabling 3,662 patient encounters with zero discrepancies. He coordinated three influenza immunization events which resulted in 100 percent command compliance, 92 percent Naples regional compliance, and increased the Naples Region Command’s medical readiness to 95 percent. A true ambassador of Navy traditions, he led 11 honor guard details and 45 colors ceremonies for the command. Petty Officer Wall’s personal initiative and unswerving devotion to duty reflect great credit upon himself and are in keeping with the highest traditions of the United States Naval Service.”



Mr. David Ryan, NHTP Occupational Health Dept., Immunizations Clinic, is presented a Federal Length of Service Award award “in grateful recognition and appreciation of your 15 years of faithful service to the federal government.”



Hospitalman Gregory Yhap, Adult Medical Care Clinic, had his reenlistment ceremony on the USS Midway Aircraft Carrier/Museum Sunday, Oct. 18. Reenlisting officer is Capt. Faruk, Headquarters Battalion. Lt. Tony Henry read the certificates.



NHTP Color Guard marches in the Pioneer Days Parade Oct. 17. L-R: HM3 Jardine Barry, HM2 Kenny Henry, HM3 Veronica Lazaro and HN Sydney Oakley.

Captain Lamberton Recognizes Staff for Culture of Safety



HM2 Joshua Bellavia, Adult Medical Care Clinic



Mr. Daniel Levine, NHTP Pharmacy



Ensign Adam Connell, Multi-Service Ward



Ms. Melissa Tejeda, NHTP Pharmacy

A cake cutting and award ceremony celebrating NHTP's Culture of Safety took place outside the Chaplin's Office Sept. 30. "There are 680 people in California, namely at Branch Health Clinic Bridgeport, at Branch Health Clinic China Lake and at Twentynine Palms Naval Hospital that are living and breathing the culture of safety," NHTP Commanding Officer Capt. J.A. Lamberton remarked. "Care is not just defined as your medical knowledge, your technical skill, but it's also the care that comes from the heart. These individuals not only demonstrate technical expertise but also heartfelt caring for our patients."

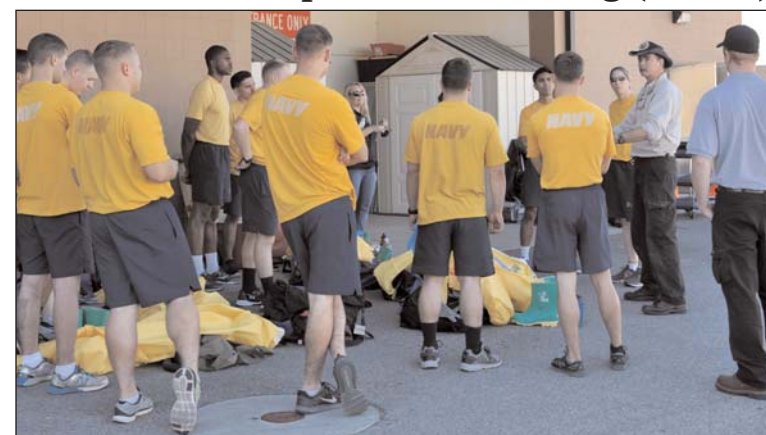


L-R: Ms. Mary Ellen Hogan, Quality Management Dept. Head; Catherine Winsor, Patient Safety; and Joshua Daniels, Risk Manager, cut the Culture of Safety cake.



NHTP Command Master Chief Carol Merricks tries to maneuver while visually impaired by goggles designed to simulate the visual effects of driving drunk during a safety stand-down Sept. 4.

First Receiver Operations Training (FROT)



Tom Bocek, right, briefs the NHTP FROT team on the timed exercise that will culminate their two days of semi-annual training.



Approximately five minutes into the exercise, FROT team members erect the decontamination tent.

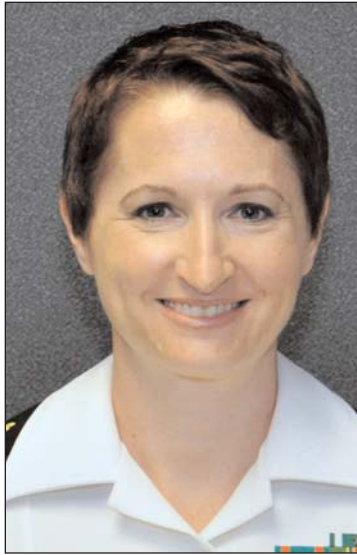


Following triage/diagnosis, the "patient" is treated for neurotoxin and undergoes decontamination washing.



NHTP FROT Team poses with decontaminated "casualty." This crack team accomplished the exercise in 25 minutes, 13 seconds.

Introducing New Staff -- Welcome Aboard!



Lt. Cmdr. Lacy Gee
Lt. Cmdr. Lacy Gee arrived from Naval Hospital Bremerton where she was the Division Officer for the OR and is now staff nurse in the NHTP OR. She's been a Navy nurse for 13 years and loves it. "Every few years you get to move, meet new people and do different things," she said. She's here with her husband, Martin, who has a career in culinary arts, and their two girls Hailey, 11, and Miranda, nine. She earned her nursing degree from Missouri Western State College and in December will have completed her Master's of Science in Nursing and Health Systems Management from Johns Hopkins University. "I really like our house," Lt. Cmdr. Gee says of the home they found in Twentynine Palms. "You can see the mountains; it's quiet; it's beautiful," she said. For hobbies, the Gees enjoy camping.



Lt. Cmdr. Monica Delano
Lt. Cmdr. Monica Delano has been in the Navy 21 years. She is our new Labor and Delivery nurse. Hometown is Houston, Texas. She arrived from Naval Medical Center Portsmouth, where she was Program Manager for Graduate Nurses. Lt. Cmdr. Delano earned her Bachelor of Science Nursing degree from Houston Baptist University and earned her Master's in Management, with a concentration in Healthcare Management, from Troy University. She is here unaccompanied but expects her 20-year-old son, Xavier, to be joining her and attending college locally. Among her many Naval assignments, Lt. Cmdr. Delano counts Sasebo, Japan, as most memorable. It's the quality of leadership that makes that assignment stand out, she says. Lt. Cmdr. Delano enjoys bowling, fishing reading and shopping. She's found a home in Twentynine Palms.



HM1 Jennefer English
HM1 Jennefer English arrived from Port Hueneme, Calif., where she was a CBR (Chemical, Biological, Radiological) instructor. She's been in the Navy 16 years. Hometown is Anaheim, Calif. She lists Port Hueneme as her favorite assignment in her 16 years in the Navy. HM1 English has a cosmetology license which took a year and a half of full-time study which she completed during her last assignment. She says word of mouth keeps her busy. "I like outdoor stuff," she says in reference to hobbies. "I like to run and exercise and also crochet." She has three dogs, a cat and a 100-pound tortoise (not the protected local desert tortoise). HM1 English found a home in Yucca Valley. "I love it," she says. She's earned the Surface Warfare and Fleet Marine Force badges and recently completed an audiology technician course.



HM1 Joseph Clint Canonigo
HM1 Joseph Canonigo arrived from Surface Warfare Medical Institute San Diego. Before that he spent almost four years with Naval Special Warfare Group 2 in Virginia Beach, Va., in the Medical Home Port and supporting Navy Seal teams. This was one of his favorite assignments in his 12 years in the Navy. He enjoyed the deployments which took him "all over Africa, Europe and Afghanistan." Hometown is Los Angeles. HM1 Canonigo's daughter, Noel Charlotte, 10 months, lives in Redlands with his intended. He graduated high school in Cebu City, Philippines. In Sigonella he was LPO for the Human Resources Dept. Hobbies include working out and video games. His advice to Navy recruits: "Start school. There are a lot of opportunities for HNs. By seizing the opportunities, you will be able to achieve your goals."



HM1 Blair Book
HM1 Blair Book has been in the Navy 17 years. He arrived from Naval Base San Diego where he was in a Independent Duty Corpsman. Born in Washington, D.C. and raised in Gaithersburg, Md., he joined the Navy after graduating from West Virginia University (liberal arts degree) for the structure and discipline. His first assignment was at Cherry Point where he was an airspace medical technician for two years. Following that assignment, HM1 Book was assigned to search and rescue units for the following 14 years. He counts his first assignment, search and rescue at Cherry Point, as his best. "I learned a lot and got to do a lot of fun stuff," he said. Helicopter medivacs in Iraq were intense, he noted. He's found a house in Yucca Valley and enjoys riding his Harley Davidson Streetglide. Hobbies include playing live music, particularly the bass guitar.

240th Navy Birthday Ball Celebrated at Flamingo Hotel & Casino



HM3 Sonia Duffy and HM3 Matthew Ford.



Lt. j.g. Steven Augustine and wife, Rachel.



Center: Alton Merricks, Fleet Master Chief Joann Ortloff (Ret.) and Force Master Chief Louis Green (Ret.) flanked by Navy Chiefs.



Chaplain Ronald Cooley and wife, Beth



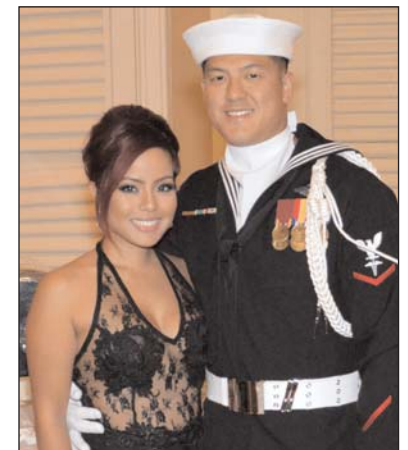
HM2 Earliston Defoe and wife, Cicilia.



NHTP Commanding Officer Capt. J.A. Lamberton



HM1 Diana Mejia and HM1 Ashton Rudolf.



HM3 Vince Lo and wife, Michelle



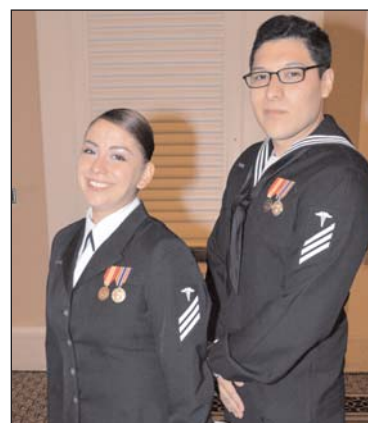
HM1 Joshua Lossius and wife, Jennifer, and daughter, Emmalynn.



HM1 Howard Jones and wife, Nikki.



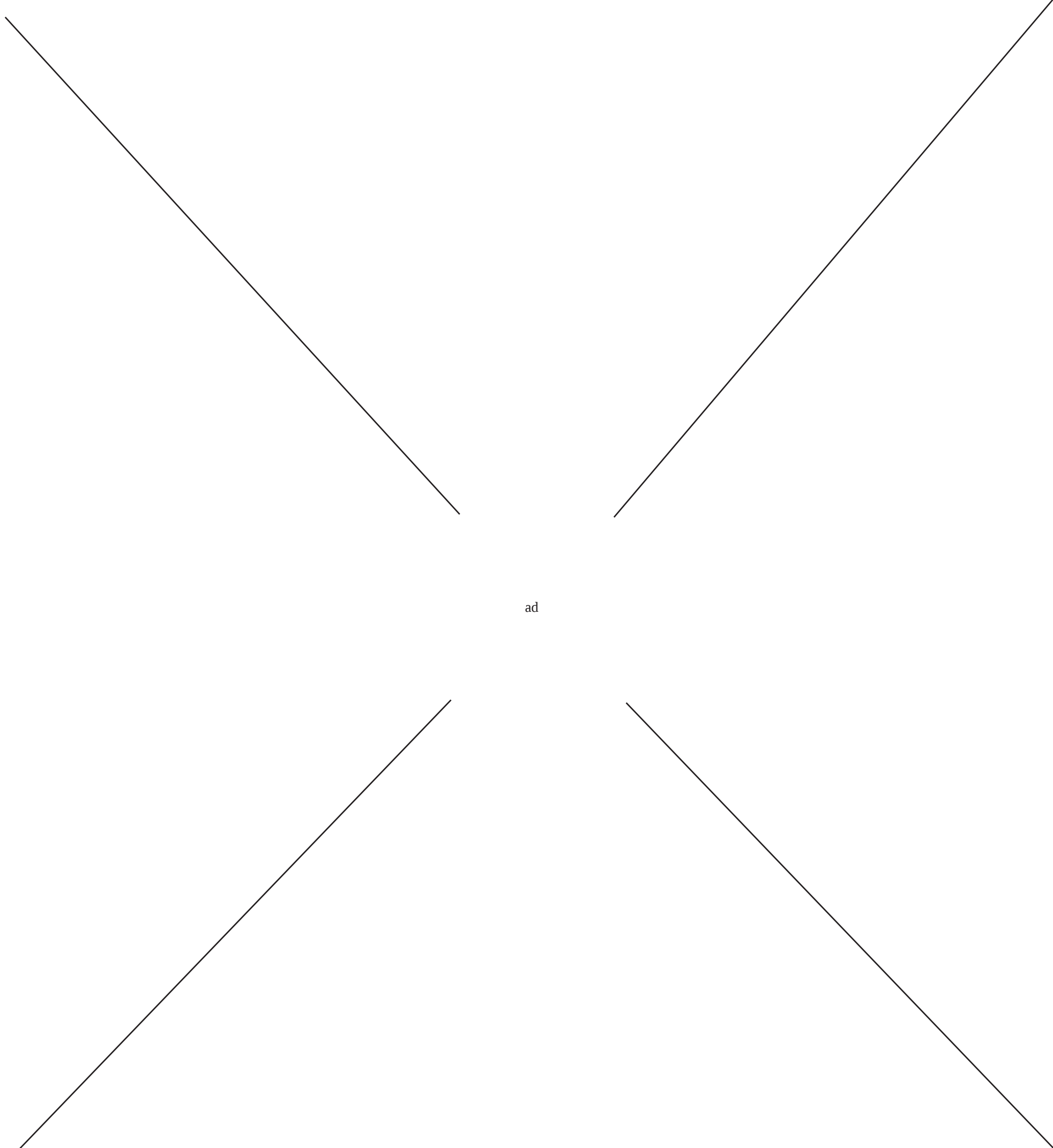
Cmdr. Wendy Stone and mother, Carol.



HN Michelle Medina and HN Julio Garcia.



R-L: Guest speaker, Fleet Master Chief Joann Ortloff (Ret.), youngest Sailor present, HN Jeremy Fickle, and Force Master Chief Louis Green (Ret.)



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